

Alcatel-Lucent OmniPCX Enterprise Communication Server

Hotel - Hospital - User Manual



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1 Overview

1.1 Overview

The Hotel/Hospital management software developed for the Alcatel-Lucent OmniPCX Enterprise Communication Server allows hotel and health care professionals and public accommodation establishments to handle the special telephone features needed in their line of work.

Caution:

Given that hospital features are the same (unless otherwise indicated) as the hotel features described in this document, simply substitute health care terms for hotel terms for this type of use: "patient" for hotel "guest", "hospital manager" for "hotel manager", "hospital features" for "hotel features" and "hospital management" for "hotel management".

If the "Hospital" or "Networked hospital" feature is enabled by the system administrator, the character string "guest" is systematically replaced by the character string "patient" in all hotel menus.

The main system characteristics are as follows:

- Guest check-in without assigning the guest a specific room. The guest may be assigned a room later.
- One telephone set per room and for several guests. Use of a personal code (password) specific to each guest for outgoing external (outside) calls. For incoming calls, a DID number can be assigned to each guest. Call redirection (forwarding) is possible.
- Cost control and monitoring of guests' external calls during their stay.
- Individual billing (invoicing) for each guest, even if this guest is sharing a room with other occupants (20 persons maximum per room).
- One telephone bill only per guest, even if this guest changes rooms several times during the stay.
- Easy integration in a centralized computer system, with which it ensures permanent updating of the information.

1.2 General Organization

See [figure: General Organization](#).

Depending on the option selected, hotel management features are implemented:

- By the Alcatel-Lucent OmniPCX Enterprise CS, from one or more management consoles made available to the system administrator.
- By a centralized computer system, linked to the Alcatel-Lucent OmniPCX Enterprise CS.

1.2.1 Public Network Trunk Groups

A public network trunk group (or "bundle") may be composed of trunks that are either:

- Directly routed on arrival (NDID).

- Or, Direct Inward Dialing (DID).

These trunks may be either analog or digital (ISDN T0/T2).

1.2.2 Telephone Sets

The telephone sets can be of the following types:

- Administrative or staff sets.
- Room sets: these can be analog and/or dedicated Reflexes sets or Alcatel-Lucent 8 series and Alcatel-Lucent 9 series sets. They can also be DECT/PWT sets: Alcatel 4074, Mobile 100/200 or S0 sets if the room (suite) has several independent sets. These sets cannot be multiline sets.
- Booth sets: these can be analog and/or dedicated Reflexes sets or Alcatel-Lucent 8 series and Alcatel-Lucent 9 series sets (not multiline).
- Badge sets: i.e. badge (passcard-operated) sets.

The display on the sets lets the hotel staff know the room number of the guest calling and his/her name and language.

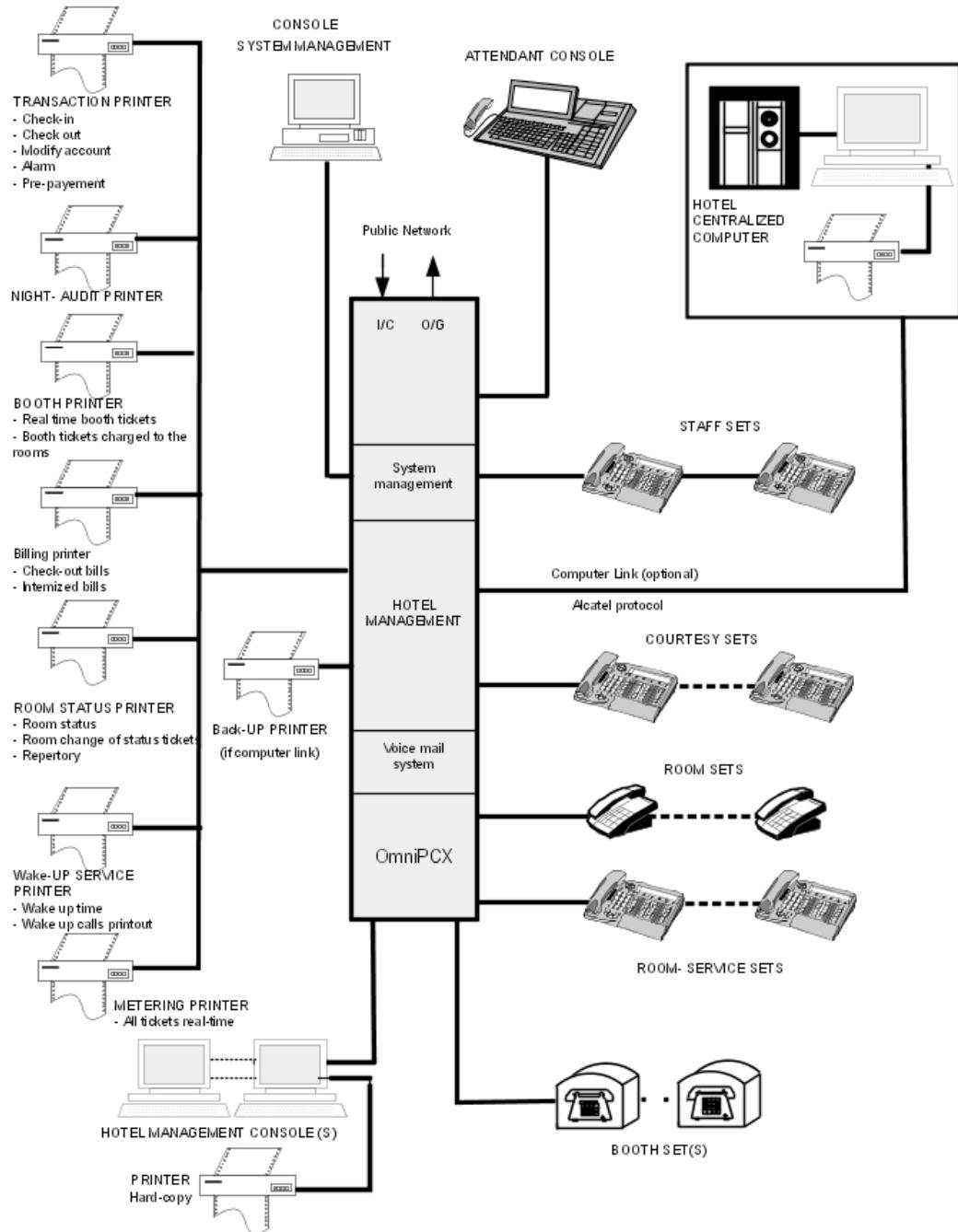


Figure 1.1: General Organization

1.2.3 Consoles/Printers

Depending on the configuration, the Alcatel-Lucent OmniPCX Enterprise CS can manage a maximum of 15 V24 links (4 as standard and 11 optional).

The first two links are reserved for Alcatel-Lucent OmniPCX Enterprise CS system administration.

The remaining 13 links can be used for connecting hotel management consoles, printers, or a hotel computer.

1.2.3.1 Management Consoles

The Alcatel-Lucent OmniPCX Enterprise CS can manage a maximum of six management consoles capable of handling six simultaneous hotel operations.

Each console should, if possible, have its own hard-copy printer.

1.2.3.2 Printers

The system can manage eight dedicated printers:

- 1 billing (invoicing) printer (check-out bills, itemized bills).
- 1 room status printer (room status, repertory).
- 1 metering (accounting) printer (all tickets/records in real-time).
- 1 wake-up service printer (wake-up time, wake-up calls printout).
- 1 booth printer (real-time booth tickets, booth tickets charged to the rooms).
- 1 night-audit printer.
- 1 transaction printer (check-in, check-out, account modifications, alarms, prepayment).
- 1 computer link back-up printer (if a computer link is installed).

Note:

All the printouts can be directed to two printers: one for billing (recommended) and one for the remaining printouts (room status, metering (accounting), wake-up calls, etc.).

1.2.4 Multi-language Feature

This feature is used to play the voice guides in the guest's own language.

Seven voice guides are required for each language. Four languages (from a total of nine) are simultaneously available.

2 *Operation*

2.1

Overview

Hotel management features can be accessed from one or more consoles (with a screen and keyboard) made available to the system administrator. When several consoles are connected, the program is restricted to six simultaneous identical management tasks on different rooms. By using specific passwords, the tasks can be distributed on all the consoles and/or between several system administrators.

The hotel management application offers features allowing you to:

- Control access codes (passwords) (ENTER PASSWORD, REMOVE PASSWORD, etc.).
- Manage guest arrivals (CHECK-IN) (other guests can be added on the number of a guest who has already arrived) and manage guest departure (CHECK-OUT).
- Print out tickets/records for a room or group (ITEMIZED BILLING).
- Consult the guest repertory (REPERTORY).
- Assign a booth ticket to a room (BOOTH BILLING).
- Create tickets and assign them to a set (BILLING).
- Manage room set wake-up calls (WAKE-UP).
- Manage room messages (MESSAGES).
- Manage and print out rooms with Do Not Disturb and call forwarding (CALL REDIRECTION).
- Manage and print out room status (ROOM STATUS).
- Manage inter-room calls (INTER-ROOM CALLS).
- Print out guest numbers or free passwords (UTILITIES).
- Assign rooms at partial check-in or change rooms (ASSIGN - CHANGE ROOM).
- Run night-audits (NIGHT-AUDIT).
- Configure and print out suite elements (SUITES) (this feature is not used in hospital management).
- Configure and print out static room/guest links

2.2

Accessing the Main Menu

The main menu is activated:

- Automatically when the system is reset if the management console is connected on a V24 channel (it remains permanently connected).
- By pressing the key programmed for this purpose if the console is connected on the V24 port of a Reflexes set.
- By entering the hotmenu command on a PC connected to the Alcatel-Lucent OmniPCX Enterprise CS by V24 link.

Note 1:

Display in a language other than the default language is obtained via the command `hotmenu -l L` (where `L` is the (single-letter) code for the desired language).

To disconnect from the Reflexes set, press the programmed key again.

When the link between the Alcatel-Lucent OmniPCX Enterprise CS and the console is established, the main menu is displayed. Hotel features can be accessed via this menu.

0 : Remove password	:	99 Enter a password
1 : Check-in	:	2 : Check-out
3 : Itemized billing	:	4 : Repertory
5 : Billing	:	6 : Wake-up
7 : Message	:	8 : Call redirection
9 : Room status	:	10 : Inter-room calls
11 : Assign-Change room	:	12 : Utilities
13 : Night-Audit	:	14 : Suites

Your choice:

Figure 2.1: Example Display

Available options are displayed by selecting the corresponding number. In the above example, only the **Enter a password** option is available.

Note 2:

According to OmniPCX system configuration, options may vary. If all menu options are authorized with no access code, sections 0 and 99 are not shown.

To enter data in menu tables, the hotel manager can either:

- Press one or several keyboard keys to enter a specific value.
- Press the <RETURN> key to select a default value.
- Press the <-> key to return to the previous item/section.
- Press <Ctrl+Z> to return to the previous section.
- Press the key to correct a typing error.

2.3

Enter a Password

Main menu > Command 99

This command allows a user to type in his password to access the features for which he is authorized.

The system displays:

```
access key: "code"
```

Enter a password (4 characters).

If the password is correct, the numbers of the features that can be accessed are displayed in reverse video (see [figure: Example Display](#)).

Otherwise, the main menu displayed is the menu available without a password or with the password used to launch the hotel program.

2.4 Remove Password

Main menu > Command 0

This command allows the hotel manager to return to the initial menu. The options displayed in this menu are available:

- Either, without a password.
- Or, with the password used for the V24 link in system configuration.
Enter 0.
The initial main menu is displayed. The numbers displayed in reverse video correspond to the options/features available.

2.5 Check-in

Main menu > Command 1

This feature allows both individual guests and guests belonging to a group to be managed.

At guest or group check-in, the following operations are performed automatically:

- Set parameters are updated:
 - Repertory number = language code + guest name.
 - Password.
 - External category = external category entered in the hotel settings.
 - Date of arrival.
- Metering/accounting counters (number of calls, total cost) and tickets/records for the set are reset if night-audit is not used. Otherwise tickets from before the last night-audit are reset.
- The room switches to "OCCUPIED" status.
- Wake-up calls are cancelled.
- A ticket is printed out on the transaction printer.

CHECK-IN
1 : Guest check-in
2 : Group check-in
3 : Guest change
4 : Group change
5 : Names Management
Your choice:

2.5.1 Guest Check-in

Main menu > Check-in menu > Command 1

GUEST CHECK-IN	
ROOM number	:
Assign a DID number? :	
GUEST number	:
"--" = Return to previous menu	

▼ Room number

This number corresponds to the repertory number of the set assigned to the room (5 digits maximum).

The system checks that the number exists, corresponds to a free and accessible room, and that an operation (check-in/check-out) is not being carried out on this room from another reception point.

If the room has not been cleaned ("Room to do" or "Make up again"), the message "**Room Not Done**" is displayed.

Check-in remains possible if authorized by the system administrator.

If the establishment has opted for management "by guest" (and not "by room"), the receptionist can:

- Assign the guest a room that is already occupied. Each guest uses the telephone set using his/her own password.
- Perform a partial check-in. All data except room number is entered (press RETURN). The guest can then choose his/her room. The room is assigned later, from the hotel management console (see [Assign - Change Room](#)), or via the receptionist by dialing an allocation prefix from the room set.

For each room, the maximum number of occupants is indicated.

If this number is exceeded during a check-in operation, the message: **WARNING: Room overbooked** is briefly displayed. However, additional guests can be assigned to the room.

If the "Static Multiple Occupancy" feature is used (see [Associations](#)), the receptionist may only assign the guest the corresponding room. All the receptionist needs to do is provide the room number or the guest number, and allocation to one or the other is carried out automatically. As a result, partial check-in is not possible.

Note:

A link must be created between the guest number and the room number before allocation is carried out.

▼ Assign a DID number?

This item, displayed if the "ROTATING DID" setting has been enabled in the hotel management system, assigns guests a DID or NDID number.

RETURN or N	:	Assigns an NDID number
Y	:	Assigns a DID number.

The default value assigned is NO.

▼ Guest number

This item (5 digits maximum) is only displayed if the system is managed "by guest" (and not "by room").

This number corresponds to the guest call number (DID or NDID).

If the room is in multi-occupancy mode, each occupant number allows direct calls to the room set. Enter a free guest number.

If necessary, consult the table of free numbers (see [Utilities](#)).

The OmniPCX allows the number that has not been used for the longest period to be assigned automatically.

To enable this feature, press RETURN. Depending on the number requested (DID or NDID), system management data and the availability of hotel numbers, the allocations made by the program are shown in the following tables:

Request to assign an NDID number.			
Availability	System management data		
	Rotating DID: No	Rotating DID: Yes Mixed DID And NDID: No	Rotating DID: Yes Mixed DID And NDID: Yes
Full DID numbers	Check-in refused	Check-in refused	Check-in refused
Full NDID numbers			
Free DID numbers	Check-in refused	Check-in refused	DID number
Full NDID numbers			
Free NDID numbers	NDID number	NDID number	NDID number

Request to assign a DID No.		
Availability	System management data	
	Rotating DID: Yes Mixed DID And NDID: No	Rotating DID: Yes Mixed DID And NDID: Yes
Full DID numbers	Check-in refused	Check-in refused
Full NDID numbers		
Free DID numbers	Check-in refused	NDID number
Free NDID numbers		
Free DID numbers	DID number	DID number

Once guest number has been entered, the program displays the other sections to be completed.

Example display:

GUEST CHECK-IN
Room number : 3205 Type : 1 Guest number : 3211 free since the 04/12/00 17:33 Guest name : Language code : VIP : Personal code : Wake-up time : Voice mail allocation : " - " = Return to previous line

The only items for which entry is mandatory are room number and type. The other parameters depend on system administration.

▼ Room number

The number displayed corresponds to the repertory number assigned to the room (entered previously).

If check-in has been performed without assigning a room, the screen displays: **Room not allocated!**.

▼ Type

This parameter is specific to each room (it is only displayed if the room has been assigned) and is

configured in system management. It is a number between 1 and 99, used to classify or identify rooms, and is intended for the hotel manager.

▼ Guest name

16 characters maximum.

If the hotel manager presses the "RETURN" key, the system displays **CHMCDU** (MCDU = set number) with management "by room" or **CLMCDU** with management "by guest".

▼ Multiple occupancy (Y/N)

This section is displayed if the system is not configured in multi-occupancy mode.

This section is displayed if the "Multi-occupancy" setting in hotel system management is set to "YES".

RETURN or N	:	A single occupant.
Y	:	Several occupants in the room.

This parameter indicates whether the guest is alone or accompanied by other persons (family, children, friends, etc.).

This status is indicated by "*" on the set displays.

▼ Language code

Languages are distributed as follows (example):

F: 1	GB: 2	D: 3	SP: 4	P: 5
B: 6	DK: 7	J: 8	AUT: 9	

Enter a digit between 1 and 9.

RETURN: the country language.

This operation is dynamic according to the languages recognized by the system (a system setting), that is, 9 languages from among 36.

If the multilanguage feature is purchased, the language code is used to connect the appropriate voice guide to each set.

Language code is displayed on Reflexes sets, Alcatel-Lucent 8 series and Alcatel-Lucent 9 series sets, and attendant terminals.

▼ VIP

This section is shown if the "Very Important Person" (VIP) setting has been set to "YES" in hotel system management.

RETURN or N	:	Not a VIP.
Y	:	VIP.

Assigning a guest VIP status allows hotel staff to recognize VIPs by the presence of the letter V on the set display. This letter is displayed next to the language code.

▼ Prepayment amount (Deposit)

This section is shown only if the hotel setting "Prepayment" (Deposit) is not entered in hotel system management.

On guest check-in:

RETURN	:	No prepaid deposit handled. External calls are authorized without prepayment.
0	:	External calls inhibited.
0.01 to 99999.99	:	Value of the prepaid amount in the local currency.

External calls are authorized until this prepaid amount has been used.

A prepaid amount can be automatically assigned to all guests at check-in. This value is entered in the hotel settings (system management program). In this case, the prepaid amount is not displayed on screen.

▼ Personal code

This is a 4-digit code.

RETURN	: <p>The software proposes a default password. According to hotel management, this password may be:</p> <ul style="list-style-type: none"> • A unique secret code (a unique number between 0000 and 9999). • The repertory number (room or guest number depending on the management mode selected in hotel system management ("by room" or "by guest")). • A random number (not checked as being unique). • Guest name . • Guest check-in date. <p>To confirm the password, press RETURN.</p>
4 digits	: <p>If the suggested password is not suitable, press another key to have the system generate another one.</p>

Caution:

In all cases (except for a unique secret code), the system does not check that the password is unique. Two guests in the same room with identical passwords cannot be distinguished. The hotel manager must make sure that the default passwords are used correctly.

If the "Password" setting is at "Password equal Directory No." in hotel system management:

- In management "By room" mode or "Static multiple occupancy by room" mode, if the guest changes rooms, his/her password changes automatically (= new room number).
- In management "By guest" mode, if the guest changes rooms, his/her password does not change (= guest number).

Important:

When the password option is changed in the hotel settings (from “Unique Password Used” to another option, or from another option to “Unique Password Used”), the system must be rebooted to update the password reservation table.

If the system is not configured in "Guest" mode, the password is not mandatory.

A password must be entered if a voice mail box is to be assigned.

▼ Wake-up time

RETURN : No wake-up request.
HHMN : Wake-up time HH = 00 - 23
 MN = 00 - 59

▼ Voice mail

If the system has a voice mail service and if the "Voice mail" setting in hotel system management has been set to **Yes**, a guest can then be assigned a voice mail box (if the MCDU of the mail box to be used has been entered).

RETURN : No voice mail box assigned.
0 : Voice mail box assigned.

The default value for this section is **No**. If the hotel manager set this to **Yes**, a wait message is displayed for a few seconds. Three cases may then arise:

- If the mailbox allocation transaction took place normally within this time, the hotel manager is notified.
- If the transaction took place but there was a problem, the hotel manager is informed of the problem (text message displayed on-screen).
- If the transaction was unsuccessful within this time, the hotel manager is asked to check the result of the request later.

The results of all these transactions can be viewed in voice mail "Utilities/Deferred status".

2.5.2 Guest Change

Main menu > Check-in menu > Command 3

This feature is used to print and modify guest parameters.

GUEST CHANGE	
Room number	:
Guest number	:

Enter the room number or the guest number.

The system checks the validity of the numbers and then displays a list of guests if the room is in multiple occupancy mode.

In this case, enter the guest order number in the list and confirm by pressing RETURN.

Example display:

GUEST CHANGE	
Room number	: 3205 Type : 1
Guest number	: 3211
Check-in date	: 04/12/00 17:40
Positive balance : 100.00	
1 : Guest name	: SMITH
2 : Multiple occupation (Y/N)	: No
3 : Language code	: 1
4 : Deposit management	: Yes
5 : Deposit	: 100.00
6 : DOD category	: 2
7 : Personnal code	:
8 : Wake-up time	: 06:50
9 : VIP	: No
10 : Voice mail allocation	: Yes
Your choice :	

To modify a parameter, enter its number followed by the new value.

Logical values automatically change from one state to the other.

In addition to the parameters defined at guest check-in, other information is shown:

- Date and time of guest check-in (automatically entered by the system).

- Positive balance (amount still available for external calls).
And the following items:

▼ **Deposit management**

Yes = the guest can make external calls as long as prepaid deposit balance is positive.

If the balance is zero or negative, the guest may still call certain numbers declared as speed dial numbers on the OmniPCX (emergency numbers). Any Direct Outward Dialing (DOD) request is directed to either the attendant or voice guide 108, and an ALARM is printed on the TRANSACTIONS printer.

No = the guest can make external calls regardless of deposit balance.

▼ **DOD category**

Enter a value between 0 and 31.

At check-in, the default category is the category configured in the management program.

▼ **Personal code**

If the "Personal code" setting is set to "password equal guest name" in hotel system management:

- If guest name is modified and if the old personal code corresponded to the old name, the application automatically changes the personal code.
- If guest name is modified and if the old personal code did not correspond to the old name, the personal code remains the same.

2.5.3 Group Check-in

Main menu > Check-in menu > Command 2

This command is used to check in a group of guests.

Enter the number of the group.

This number must be between 1 and 30. Enter 0 for automatic selection of an available number.

The system checks that the number selected has not already been assigned and then displays the screen form for entering common group data.

Once this information has been entered, the part reserved for specific data is displayed (depending on the features enabled in system management).

Once specific data for each guest has been entered, the number for each guest is automatically entered in the distribution form and the "number of guests in the group" counter incremented.

This form displays the numbers of the last 75 guests assigned to the group.

Example display:

▼ Group name

RETURN : GR + <Group number>
1 to 8 characters : Group name.

▼ Assign a DID number? (Y/N)

This is used to assign a DID number to each guest in the group.
Enter "Y" or "N".

▼ Language code, Deposit management, Wake-up time

Follow the procedure described in [Check-in](#).

▼ Room number

Room number assigned to a guest in the group.

It is possible to perform a partial check-in and assign room number later. To do this, press RETURN.

▼ Guest number

This section is only displayed if the system is managed in "Guest" mode.

This number corresponds to the guest's call number (DID or NDID). If the room is multi-occupancy mode, incoming calls to occupants reach the room set.

▼ Guest name

RETURN : GR + <Group name>
16 characters : Guest name.

▼ Personal code

Follow the procedure described in [Guest Check-in](#).

2.5.4 Group Change

Main menu > Check-in menu > Command 4

This feature is used to print or modify the parameters of a group.

A list of groups present in the hotel is displayed.

Enter group number or name.

The system checks that the number or name exists and then displays the screen form.

Example display:

```
GROUP CHANGE

Group number      : 3      Group : ACBB

1 : Group name      :
2 : Delete a guest   :
3 : Add a guest
4 : Language code    :
5 : Deposit management :
6 : Deposit          :
7 : Wake-up time     :
8 : Assign a DID number ? :
                  Your Choice :

-----
:3210 :3212 :3213 :3214 : : : : : : : : :
: : : : : : : : : : : : : : :
: : : : : : : : : : : : : : :
: : : : : : : : : : : : : : :
: : : : : : : : : : : : : : :
```

To modify a parameter, enter its number followed by the new value.

In addition to the parameters configured at group check-in, additional parameters are also shown:

▼ Delete a guest

This operation is used to remove a guest from a group without performing guest or group check-out.

Enter 2 and press RETURN. Enter guest number and press RETURN.

The system reorganizes the distribution table for the guests in the group.

The guest is removed from the group, but the room is not considered to be free.

The room is only freed after guest CHECK-OUT.

▼ Add a guest

This operation is used to add a guest to a group.

Enter 3 and press RETURN.

Follow the procedure for creating individual guests in a group while entering the specific parameters for the new guest (Room number, Guest number, Guest name, Personal code).

▼ Assign a DID number?

Allows a DID number to be assigned to the group if this was not assigned at group check-in.

2.5.5 Names Management

Main menu > Check-in menu > Command 5

This command is only displayed if the “Guest names in the phone book” setting is set to “Several names for a guest” in hotel system management.

This application allows other guests in the same room to be put on a guest's number (for example, if the guest is accompanied (relatives, children, friends, etc.)).

Management of these "Other Names" can only be performed after guest check-in (see [Guest Check-in](#)).

There is only one invoicing operation for a same guest number.

The names linked to a same guest number are shown in the occupied room repertory.

Enter the room or guest number.

Names Management	
Room number	:
Guest number	:

Room number corresponds to the repertory number of the set assigned to the room (5 digits maximum).

The system checks that the room number exists and that it is assigned to a guest number.

If the room is free (vacant), a "Room free" message is displayed.

When the room or guest number has been entered, the following menu is displayed (example):

Example display:

Names Management			
Guest :	3214	Name :	DUBOIS
Other Names			
01 :			
02 :			
14 :			
15 :			
Your choice :			

Up to 15 other names can be associated with the name of the main guest.

Each associated name ("Other Name") can be created, modified or deleted.

▼ Creating another name

Enter a number from the list of "Other Names".

Press RETURN.

Enter the other name.

Press RETURN.

Confirm by entering "Yes" or "No" (Y/N).

Press RETURN.

Example display:

Names Management			
Guest :	3214	Name :	DUBOIS
Other Names			
01 :	MARTINOIS		
02 :	DUPONT		
03 :			
04 :	NICOLAS		
05 :	BERNARDI		
06 :	LOIS		
07 :			
14 :			
15 :			
Confirm (Y/N) :			
Your choice : 06			

Note 1:

In line 06, the name "LOIS" (linked with the main name "DUBOIS") is being created.

▼ **Modifying another name**

Type in the "Other Name" to be modified, then follow the procedure for creating another name.

▼ **Deleting another name**

Type in the "Other Name" to be deleted and press RETURN. Confirm deletion by entering "Yes" or "No" (Y/N). Press RETURN.

It is also possible to associate other names to the same guest number for a guest in a group.

Only the main name can be managed with command 3 of the CHECK IN menu.

Note 2:

All "Other Names" associated with a guest number are recorded in the occupied room repertory and displayed in the lists displayed in the "Repertory" (see [Repertory](#)). From the repertory, on a set with a display, the hotel manager can use the "Other Names" to obtain the guest's number. It is the main name that is always displayed on the set.

2.5.6 Check-out

Main menu > Command 2

CHECK-OUT cannot be performed if the room set is busy or if the guest is calling from a booth set (using his/her password).

When a guest or group of guests checks out, the following operations are performed automatically:

- A simplified phone bill is printed (automatic or manual printout).
- The guest's password is disabled.
- DOD is disabled (the external category 0 is assigned).
- The wake-up call feature is reset at the following check-in (at check-out, the wake-up feature is not automatically reset. The wake-up call is kept until the following check-in. This is to allow a guest to check out on the previous evening and still receive a wake-up call the next morning).
- The daily counter is reset.
- Waiting messages are cancelled.
- The DO NOT DISTURB and CALL REDIRECTION features are cancelled.
- Rooms status switches to FREE (F) and TO DO (TD).
- The guest's voice mail box is deleted (if it is empty). If all messages have not been consulted, the voice mail box is kept until the following CHECK-IN operation with the same guest number.

The simplified telephone bill may be printed:

- Either automatically, if automatic printout is enabled in the hotel parameters.
- Or, on administrator request, if automatic printout is disabled.
Printing a simplified telephone bill does not reset the metering counters and tickets.
The simplified bill is printed on the billing printer (if there is one).

CHECK-OUT
1 : Guest check out
2 : Group check out
Your choice :

2.5.6.1 Guest Check-out

Main menu > Check-out menu > Command 1

Enter the room number or the guest number.

The system checks that the room number exists and then displays the on-screen form.

Example display:

GUEST CHECK-OUT	
Room number	: 3205
Guest number	: 3211
Check-in date	: 04/12/00 17:40
Guest name	: DUPONT
Multiple occupation (Y/N)	: Yes
Confirm ? (Y/N)	:

Note 1:

Guest numbers are shown if there are several guests in the room.

If "Room number" is shown, the list of guests assigned to this room is displayed on the terminal. The receptionist can then select the guest(s) that want to leave the establishment.

In both cases, the response must be confirmed for the operation to be validated, provided that the guest is not making a call. The guest repertory numbers and DID numbers are now available.

Confirm guest check-out by entering "Y".

If check-out is performed while a call is being made, the following message is displayed on screen: **Station busy - Check-out not done** (if the setting is set to NO in hotel settings management) and check-out is refused.

Note 2:

After a guest has checked in, other names can be "put on" (added to) a guest's number,. During the guest's check-out operation, any other names associated with this guest number are deleted from the room repertory.

There is only one invoice for this guest number.

The simplified bill (invoice) for phone calls is displayed and can be output in two currencies.

Example display:

Windsor Hotel On 05/12/00 10:58			
Guest number	:	3211	Name :
Check-in date	:	04/12/00 17:40	DUPONT
Contract price for set availability		: £	5.00 euro 7.6
Number of calls		: 1	
Total cost		: £	49.74 euro 75.8
VAT		: £	8.50 euro 13.0
Amount deposited		: £	100.00 euro 152.4
Positive balance		: £	45.26 euro 69.0
GOOD BYE			
Print bill ? (Y/N)			

If automatic printout is not enabled (in hotel parameters management), the system prompts:
Print bill ? (Y/N).

Voice mail:

Before sending a check-out request, the hotel application checks that there are no unconsulted messages. If this is the case, and depending on selected hotel settings, check-out may or may not be performed:

- The voice mail box is deleted at check-out if messages have been consulted or consulted and saved (depending on the version).
- If the mailbox contains unconsulted messages, the mail box will be deleted at the next check-in.

2.5.6.2 Group Check-out

Main menu > Check-out menu > Command 2

A single command is used to carry out complete check-out for a group.

For each room in the group, the system automatically carries out the same checks and functions as for the check-out of an individual guest with, in addition:

- Printout of a simplified bill for each room in the group.
- Printout of a simplified bill for the group.
- Deletion of the group number in the set data.

A busy set in the group, at check-out:

- Will not inhibit check-out for the other rooms in the group.
- Is not authorized to leave.
A message indicates that the set is busy.
No information is printed for rooms with null counters.
- Enter the number or name of the group.
The system checks that the group exists and then requests confirmation.
The simplified bill for the group is printed (it may be printed in two currencies).

Example display:

```

Windsor Hotel On 20/12/00 10:09

Group name : ACBB Group Number : 3
Guest : Name : No Com: Cost : Set Price : Deposit : Balance :
: 3213 : Martin : 1 : 61.74 : 5.00 : 500.00 : 433.26 :
: 3214 : SMITH : 1 : 49.74 : 5.00 : 500.00 : 445.26 :
Total : £ : 2 : 111.48 : 5.00 : 1000.00 : 883.52 :
Total : euro: 2 : 170.0 : 7.60 : 1524.5 : 1346.9 :
VAT : £ : 19.04 : euro 29.0

GOOB BYE
Press any key to continue :

```

If automatic printout is not enabled, the system prompts:

Print bill ? (Y/N)

No information is printed for rooms with null counters.

Voice mail:

For group check-out, voice mail boxes are automatically managed for all the guests in the group in the same way as for a single guest.

2.5.7 Itemized Bill

Main menu > Command 3

This command is used to display the itemized bill for a guest or group on the hotel management terminal screen or print out the bill on the billing printer. Output is possible, even if the guest no longer occupies the room (CHECK-OUT), until the room is assigned to a new guest.

The data output on an itemized bill for a room is saved until this room is assigned again (CHECK-IN).

The choice of output terminal is made by the operator in response to the question "**Print bill? (Y/N)**".

Y = output on billing printer.

N = output on hotel management terminal screen.

The following data is shown in the itemized bill:

- Name of the hotel.
- Date and time of the billing request.
- Check-in date and time.
- Room number and guest name.
- Connection charge.
- Metering tickets since check-in.
- Number of calls.

- Total call cost.
- Amount deposited.
- Positive or negative balance.
- Thank you message.

ITEMIZED BILLING
1 : Room billing
2 : Group Billing
Your Choice :

The itemized bill of a group comprises the itemized bills of each guest in the group.

The itemized bill is only output if the set has been used for external communications.

2.5.7.1 Room Billing

Main menu > Itemized billing menu > Command 1

- Enter the number of the room.

The system checks that the room exists and then prompts you for the output mode (**Printer Y/N** (if a printer is declared in management)).

The screen displays detailed information on the guest's calls.

Example display (the bill can be output in two currencies):

Windsor Hotel On 21/12/00 10:20
Check-in date: 20/12/00 12:59
Guest number : 3211 Name : DURAND
ROOM OBTN DD MM YY HH MM DURATION COST NUMBER CALLED
3205 0 20/12/00 21:15 12mn03s 27.73 016458---
Contract price for set availability: £ 5.00 euro 7.60
Number of calls: 1
Total Cost : £ 27.73 euro 42.20
VAT : £ 5.71 euro 8.70
Amount deposited : £ 100.00 euro 152.40
Positive balance : £ 67.27 euro 102.60
GOOD BYE
Press any key to continue or <RC> to return to previous menu

If the number of tickets is high, output may be on several pages. Press any key to go to the next page.

Call details include:

- ROOM: Number of the room.
- OBTN: Connection mode.

The OBTN column corresponds to the mode in which the call was connected. Possible connection modes are:

0	: Public outgoing call	4	: Transfer
3	: Direct seize (outgoing - DOD)	6	: Transit
5	: Operation	8	: Incoming priority callback
7	: External forwarding		

9	:	Incoming priority overflow	10	:	Unanswered incoming priority
13	:	Incoming priority conversation	14	:	Direct data seize
15	:	Incoming seize + caller identification			

- DD MM YY and HH MM: Date and time of the call.
- DURATION: Duration of the call.
- COST: Total cost of the call.
- NUMBER CALLED: Number dialed by the guest.

2.5.7.2 Group Billing

Main menu > Itemized billing menu > Command 2

When group number or name is entered, the system displays itemized bills for each guest in the group on the screen or prints them on the printer.

The presentation of the bill is the same as for an individual guest.

2.5.8 Repertory

Main menu > Command 4

This command allows the occupied rooms repertory to be viewed according to certain criteria.

It is possible to consult a list of guests:

- In alphabetical order.
- By room number.
- By group.
- By searching for a guest's name (only the first letter of the name needs to be entered).
- By searching for a group (group name or number).
- By guest number.
An error message is output:
- If the group does not exist or does not meet the search criterion.
- There are no guests meeting the requested search criterion.

REPERTORY	
1	: List in alphabetical order : hard-copy
2	: List in alphabetical order on screen
3	: List in alphabetical order on printer
4	: List by room number on screen
5	: List by room number on printer
6	: List by group on screen
7	: List by group on printer
8	: Name search on screen
9	: Name search on printer
10	: Group search by name or number
11	: Group search by name or number
12	: Screen output by guest number*
13	: Printer output by guest number*

Your Choice :

* In "Guest" management mode only.

The results for the search are presented in the same way on the screen or printer.

Example display:

ALPHABETICAL LIST 05/12/00 15:00							
Room	Guest	Guest name	Type	Arrival Date	time	langu.	Group
3001	3210	DURAND	1	05/12/00	14:27	1 1	MJC COL
3001	3213	LAPORTE	1	05/12/00	14:28	1 1	MJC COL
3001	3214	MARTIN	1	05/12/00	14:30	1 1	MJC COL
3205	3211	SMITH	1	05/12/00	14:24	1 -	

Press any key to continue or <CR> to return to the previous menu

All "Other Names" associated with a guest number are displayed.

The guest number is displayed in each list as many times as there are occurrences of names corresponding to this number.

It is only when the "Search by name" feature is used that the corresponding "Other Names" are displayed in alphabetical order.

In all other cases, the corresponding "Other Names" are displayed below the main name.

Example display

ALPHABETICAL LIST 05/12/00 15:20							
Room	Guest	Guest name	Type	Arrival Date	time	langu.	Group
3001	3210	DURAND	1	05/12/00	14:27	1 1	MJC COL
3001	3213	LAPORTE	1	05/12/00	14:28	1 1	MJC COL
3001	3214	MARTIN	1	05/12/00	14:30	1 1	MJC COL
3205	3211	SMITH	1	05/12/00	14:24	1 -	
3205	3211	John					
3205	3211	Mary					
3205	3211	Peter					
3205	3211	James					

Press any key to continue or <CR> to return to the previous menu

From the repertory, on a set with a display, the hotel manager can use an associated "other" name to obtain the guest's number. It is the main name that is always displayed on the set.

2.5.9 Billing

Main menu > Command 5

BILLING
1 : Booth billing
2 : Ticket seize
3 : Exchange rate of the second currency
Your choice :

2.5.9.1 Booth Billing**▼ Feature review**

From a "booth" set, users can make external calls:

- **After being identified**

The guest picks up the phone. If the set is not in time-delayed routing mode or before the end of the routing timer, the guest dials:

- The DOD prefix, then his/her room number followed by the personal code ("Room" management).
- The DOD prefix, then his/her guest number followed by the personal code ("Guest" management).

At the end of the call, the ticket is automatically assigned to the guest's account.

- **Via the attendant**

The user picks up the phone. If the set is in time-delayed routing to the attendant, the guest asks for the number required. The attendant carries out charged call transfer so that the cost is displayed on the attendant console at the end of the call.

This cost is assigned to the guest's account on the hotel management console using the "Billing" command. The complete ticket is then assigned to the guest.

▼ Assigning the ticket

The ticket must be assigned at the end of the call and before another ticket is created:

- Enter the number of the booth set,
- If necessary, enter the guest's room number.
- Enter the number of the guest to whom the ticket is to be assigned ("Guest" management). If the room number corresponds to a "multi-occupancy" room, the guest's name is displayed, this allows the ticket to be assigned or not. The administrator is informed by a confirmation message.
- Press RETURN to assign the ticket.

If there is ticket for the booth set, the following message is displayed:

No communication recorded for this booth.

2.5.9.2 Creating a Ticket**Main menu > Billing menu > Command 2**

This program, reserved for the metering (accounting) test, is used to create a ticket (record) and assign it to a room or an administrative set. It can also be used if the public exchange sends the call metering charge units in deferred mode.

A ticket can be entered and assigned to a guest or administrator set and printed out on the billing printer in real time.

TICKET SEIZE	
MCDU
Communication cost
Number sent	

▼ MCDU

Enter the repertory number to which the ticket is to be assigned.

▼ Communication (call) cost

Call cost and the number of charge units are alternately displayed by pressing RETURN. The amount is entered as "administrative" cost, whereas the "hotel" cost is calculated by the system.
Enter the amount or number of charge units.

▼ Number sent

The number is limited to 20 digits maximum (0...9, A..D, *, #).

To send, complete or modify the ticket, a second menu is displayed:

TICKET SEIZE	
0 : Ticket sending
1 : Cancel entry
2 : MCDU
3 : Communication cost
4 : Number sent	
5 : Start time
6 : Duration
7 : Ticket type
8 : Connection mode
9 : MCDU Which has transferred
10: project number
11: Trunk number
Parameter to modify :	

▼ MCDU

Enter the repertory number to which the ticket is to be attributed or a trunk number:

- Priority in FPnn form.
- Transfer in FSnn form.
(with nn between 0 and 31).

▼ Communication (call) cost

Call cost and the number of charge units are alternately displayed by pressing RETURN.
Enter the amount or number of charge units. The amount is entered as "administrative" cost, whereas the "hotel" cost is calculated by the system.

▼ Number sent:

Enter the number dialed by the user (limited to 20 digits maximum: 0...9, A...D, *, #).

Type "-" to delete the number.

▼ Start time:

Enter the timestamp in the DD/MM/YYYY HH-MN-SS format, or time in HH-MN-SS format.
RETURN = present date and time.

▼ Duration:

Enter call duration in HH-MN-SS format.
RETURN = 00-00-00.

▼ Ticket type:

Enter a number for ticket type:

- 0 = outgoing call.

- 1 = incoming call.

- 2 to 15 unused.

RETURN = 0.

▼ Connection mode:

Enter a number (0 to 15) for the connection mode.

RETURN = 1 (corresponds to manual entry of the ticket).

table 2.14: Possible connection modes are:

3	Direct seize (DOD)	4	Transfer
5	Operation (action on the phone)	6	Transit
7	External forwarding		
10	Incoming priority callback	11	Incoming priority overflow
12	Unanswered incoming priority	13	Incoming priority conversation
14	Direct data seize	15	Incoming seize + caller identification

▼ MCDU of set that has transferred:

This setting is only managed if connection mode is type 4.

▼ Project number:

Enter a number between 0 and 255, if required.

▼ Trunk number:

Enter the number of the trunk used to set up the call (a number between 0 and 111).
RETURN = 0.

2.5.9.3 Exchange Rate of the Second Currency

Main menu > Billing menu > Command 3

This item is used to set the exchange rate for the second currency in relation to the currency declared for charging (accounting) data.

BILLING
Exchange rate of second currency : 0.000000 =

2.5.10 Wake-up

Main menu > Command 6

The wake-up call time can be programmed in two ways:

- By the guest dialing a prefix on the room set (the guest is helped by a voice message).
- On the hotel management console.

The guest's set rings at the set time. The guest may then:

- Either, pick up the handset. The guest then hears a tone, the music on-hold, or a voice guide, depending on system configuration and the boards installed in the Alcatel-Lucent OmniPCX Enterprise CS.

- Or, press any key on the set so that the set rings a second time after a set time (1 to 30 minutes) has elapsed. This feature is only available on digital sets (except the A4004 set).

For sets that do no answer, a second call is made after a set time (1 to 60 minutes) has elapsed. Up to four wake-up calls may be programmed per room.

Rooms that are considered "unable to wake-up" are those that do not answer or are busy when the second wake-up call is made. Set status is indicated in the output.

The program is used:

- To program or cancel wake-up calls for a room or a group.
- To display or print the rooms to wake up and rooms that could not be woken up. Display/printout includes both wake-up calls programmed on the hotel management console and wake-up calls programmed directly on the set by the guest.

```
WAKE_UP
1 : Printer hard-copy of rooms to wake up
2 : Screen-out rooms to wake up
3 : Printout rooms to wake-up

4 : Printer hard-copy of rooms not woken up
5 : Screen-out rooms not woken
6 : Printout rooms not woken up

7 : Programming for rooms
8 : Cancellation for rooms

9 : Programming for a group
10: Cancelation for a group

Your choice :
```

If a wake-up call is modified, cancelled or requested, a wake-up call message is printed.

Note 1:

It is important for the printer used for wake-up message/ticket print-outs to be in service at all times and not out of paper, etc. These precautions are necessary so that wake-up message/ticket print-out can be performed without interruption in order to meet guest requirements. If, despite these precautions, printing malfunctions disturb operation of the wake-up call service, neither Alcatel-Lucent nor the installer shall be deemed liable.

When an operation is performed on the hotel management console, the corresponding message output on the printer is preceded by the abbreviation **TERM** (Terminal).

Only one wake up call can be programmed for multi-occupancy rooms. In this case, wake-up call programming on the console is barred, unless all the guests are in the same group.

The system allows multiple wake-up calls to be programmed.

The "Multiple wake-up calls" feature enables up to four consecutive wake-up calls to be programmed. To do this, voice guides 512 and 513 and voice mail 4635 R3 (or higher) or a 4034 or 4035 set are needed. The "Snooze" feature is also available.

Guests can program or cancel wake-up times by dialing a prefix or using the wake-up key.

Note 2:

Depending on system configuration, wake-up call information may also be sent to the attendant.

▼ Wake-up calls for suites

Note 3:

This feature is not used in hospital management.

It is possible to program a wake-up time for all the sets (except S0 sets) in a suite or for only one of the sets in the suite. If one of the rooms has already programmed a wake-up time, this will be replaced by the wake-up time configured for all the sets in the suite.

Wake-up calls programmed for a guest number on the hotel console are considered as a request covering the whole suite.

Wake-up calls programmed for a room number on the hotel console are considered as an individual request for that room.

For a general wake-up call, all the sets (except the S0 set) are rung. When one of the rooms answers, all the other sets in the suite stop ringing.

The cancellation of a general wake-up call for a suite is applied to sets in the suite with the same wake-up time as the set used to cancel the wake-up call.

Note 4:

*If a room in the suite wants a wake-up time that is different from the general wake-up time, it must be programmed **after** the general wake-up call.*

2.5.10.1 Output

The results of commands 1 and 4 are output on the printer connected to the hotel management console, while those of commands 3 and 6 are output on the printer dedicated to wake-up call tickets (if there is one).

▼ Display rooms to wake up

Main menu > Wake-up menu > Command 2

- Enter the time from which the search is to start: <HH>.
Example display:

DISPLAY ROOMS TO WAKE_UP			19/12/00 22:44
:	-----	-----	-----
:	time	: room	:
:	-----	-----	-----
:	07:00	: 3001	:
:	-----	-----	-----
:	08:00	: 3205	:
:	-----	-----	-----

Press any key to continue or <CR> to return to previous menu

If no room has a wake-up call programmed, the system displays:
"No room to wake-up".

▼ Display rooms not woken up

Main menu > Wake-up menu > Command 5

- Enter the time from which the search is to start: <HH>.
Example display:

DISPLAY ROOMS NOT WOKEN UP 20/12/00 08:02			
:	-----	-----	-----
:	time	: room	: reason
:	-----	-----	-----
:	06:00	: 3206	: busy
:	-----	-----	-----
:	07:00	: 3205	: no answer
:	-----	-----	-----

Press any key to continue or <CR> to return to previous menu

If all the rooms were woken-up successfully, the system displays:
"No wake-up problem".

2.5.10.2 Programming

This feature is used to program or cancel wake-up calls:

- For rooms.
- For groups.

▼ Rooms

Wake-up

Main menu > Wake-up menu > Command 7

- Enter the number or the consecutive series of numbers of the rooms to wake-up: <Repertory No.> or <Repertory No. 1>:<Repertory No. 2>.
- Enter the time for the wake-up call.

Cancellation of the wake-up call

Main menu > Wake-up menu > Command 8

- Enter the number or the consecutive series of numbers of the rooms for which the wake-up calls are to be cancelled: <Repertory No.> or <Repertory No. 1>:<Repertory No. 2>.

▼ Groups

Main menu > Wake up menu > Commands 9 and 10

The procedure is the same as for rooms.

Room numbers are replaced by the numbers or names of the groups.

2.5.11 Message

Main menu > Command 7

This feature is used to signal (on the guest's room set) that there is a message waiting.

The message is "dropped" from the hotel management console.

The client is informed:

- On an analog set, by the "message waiting" LED coming on.
- On a Reflexes and Alcatel-Lucent 8 series and Alcatel-Lucent 9 series set, by the "message" LED coming on.

When the guest picks up the phone (regardless of set type), he/she is connected to a routing tone (indicating that there is a message waiting) for a few seconds.

Of course, the guest can still make any type of call. When the routing timer elapses (and if no operation has been performed), the set automatically calls the set used for message "drop".

This command can be used on:

- Free or busy sets and sets in "Do Not Disturb" mode.
- A set in a free room (not yet assigned).

Messages may be cancelled:

- Automatically, after guest check-out,
- Manually, from the hotel management console.

```
MESSAGES
1 : Hard-copy
2 : Screenout
3 : Message drop for rooms
4 : Cancel message for rooms
5 : Message drop for a group
6 : Cancel message for a group
Your choice :
```

2.5.11.1 Output

Main menu > Messages menu > Commands 1 and 2

The system outputs a list of sets with a message waiting either on the printer connected to the hotel management console (command 1), or on the screen (command 2).

Example display:

```
OUTPUT ROOMS WITH MESSAGES WAITING 09/02/01 15:14
-----
: Room : 3205 : 3206 : : : : : : : :
-----
Press any key to continue :
```

If no room has a message waiting, the system displays:

"No rooms have messages waiting".

2.5.11.2 Message Drop for Rooms

Main menu > Messages menu > Command 3

To signal a message:

- Enter the number of the room concerned: <Repertory No.>
A message can be left on a free set or a busy set.

2.5.11.3 Cancel Message for Rooms

Main menu > Messages menu > Command 4

To cancel a message:

- Enter the number of the room concerned: <Repertory No.>
When a guest checks out, the messages are cancelled.

2.5.11.4 Message Drop for a Group

Main menu > Messages menu > Command 5

To leave a message for a group:

- Enter the number or name of the group.
A message indicating the numbers of the rooms concerned is displayed.

2.5.11.5 Cancel Message for a Group

Main menu > Messages menu > Command 6

To cancel the message for a group:

- Enter the number or name of the group.
A message indicating the numbers of the rooms concerned is displayed.
On group check-out, the messages will be cancelled.

2.5.12 Call Forwarding

The guest can use the "DO NOT DISTURB" and "CALL REDIRECTION" features from his/her room set.

These features can also be managed from the hotel management console.

2.5.12.1 *Description of the DO NOT DISTURB Feature*

Placing a set in "Do Not Disturb" mode does not cancel the wake-up call and message services. Outgoing calls can be made in the normal way. The set cannot be called (except by the attendant). Internal calls are redirected to a voice guide, while external calls are redirected to the attendant.

On guest check-out, this feature will be cancelled.

▼ Programming

The room set is programmed by dialing the "Do Not Disturb" prefix followed by the personal code/password (provided the feature is enabled in management).

To cancel this mode, dial the "Do Not Disturb" prefix again.

▼ Attendant display

When the attendant calls a set programmed in "Do Not Disturb" mode, the display shows: **DND**.

Example display (attendant set):

DND	Free	TUCKSON 3003 V F	(2)
	Ring		Releas

▼ Display on digital sets

When a set with a display calls a set in "Do Not Disturb" mode, the display shows: **Do not disturb**.

Example display:

TUCKSON 3003	Do not disturb V F
--------------	--------------------

2.5.12.2 *Description of the CALL REDIRECTION Feature*

A guest can forward calls to another number (internal or external), if his phone features class of service category allows him/her to use forwarding prefixes.

Forwarding can be from the guest's room set, an administrative set, a "room-service" set, an attendant console or the hotel management console.

Not all types of forwarding are authorized for a guest. The rule is as follows:

Type of forwarding	Destination	From guest room set	From another set	From the hotel management console
Immediate forward-ing	Local	Authorized	Authorized	Authorized
	To network	Authorized	Authorized	Authorized
	To external call	Authorized	Barred	Authorized
Immediate forward-ing on busy	Barred			
Immediate forward-ing on no-answer after a timeout	Local	Authorized	Barred	Authorized
	To network	Authorized	Barred	Authorized
	To external call	Authorized	Barred	Authorized
Cancel forwarding		Authorized	Authorized	Authorized

At guest check-out, all forwarding is cancelled.

▼ Programming

- Forwarding from the guest set
The guest off hooks and programs the type of forwarding desired. Then, after a specific tone or assisted by a voice guide, the guest dials the repertory number or external number of the destination set.
If the room is occupied by a single guest, the personal code is not required for forwarding (depending on the option selected in hotel management).
If the room is occupied by several guests, the personal code is required to identify the guest performing forwarding.
- Forwarding from a remote set
Forwarding can be performed from an administrative set, a "Room-service" set or an attendant console. Only immediate forwarding is managed.
- Checking the forwarded number
If, during the forwarding operation, the forwarded number is a room number:
 - The room is vacant: forwarding is barred.
 - The room is occupied by a single guest: forwarding to the guest number is enabled.
 - The room is occupied by several guests: forwarding is barred.
- Forwarding to an external number
This type of forwarding depends on:
 - The external access category (COS) assigned to the room set at check-in. If access category is 0, this type of forwarding is barred.
 - The type of deposit (prepaid amount) management selected at guest check-in.

▼ Display on a set with call forwarding

The display shows the type of forwarding and the destination number.

Example display (set with immediate forwarding):



Note:

Forwarding cannot be performed if the destination set is out of service or in the "Do Not Disturb" position.

▼ Canceling forwarding

Forwarding can be cancelled from:

- The forwarded set.
- The destination set.

In both cases, the guest cancels forwarding by programming the set in question (if he is authorized to do so). Cancellation of immediate forwarding to the outside can only be performed from the forwarded set.

From the guest's room set:

- If the room is occupied by a single guest, the personal code is not required to cancel forwarding (depending on the option selected in hotel management).
- If the room is occupied by several guests, the personal code is required to identify the guest canceling forwarding.

All types of forwarding can be cancelled from a remote set.

▼ Call handling

Calling a guest with forwarding depends on dialing and the situation of the guest in the room or suite.

- The caller dials the guest number: in all cases, the call is forwarded immediately or after a timeout on no answer.
- The caller dials the room number or the number for the main room in a suite:
 - The guest is alone: in all cases, the call is forwarded immediately or after a timeout on no answer.
 - The guest is not alone: the room (or suite) set rings.
- The caller dials the secondary room number: the secondary room set rings.

2.5.12.3 Feature Management

Main menu > Command 8

This feature is used to manage the “Do Not Disturb” and “Call redirection” features for rooms, on the one hand, and to list sets using these features on the screen or printer, on the other hand.

CALL REDIRECTION
1 : Do Not Disturb 2 : Forwards
Your choice :

2.5.12.3.1 The Do Not Disturb Feature

Main menu > Call redirection menu > Command 1

DON'T DISTURB
1 : Hard-copy 2 : Screenout 3 : Programming Don't Disturb for rooms 4 : Programming Don't Disturb with forwarding for rooms 5 : Cancel Don't Disturb for rooms
Your choice:

Commands 3 and 4 are used to manage the “Do Not Disturb” feature with or without forwarding for rooms.

Enter the room number(s) concerned: <Repertory No. > or <Repertory No. 1>,<Repertory No. 2>.

Example display

DON'T DISTURB PROGRAMMATION	
Room(s)	: 3001

Press the RETURN key.

The message, "Operation performed for room xxx", is displayed.

Command 5 is used to cancel the "Do Not Disturb" feature.

Enter the room number(s) concerned: <Repertory No. > or <Repertory No. 1>,<Repertory No. 2>.

Example display

DON'T DISTURB CANCEL	
Room(s)	: 3206

Press the RETURN key.

The message, "Operation performed for room xxx", is displayed.

Commands 1 and 2 are used to display or print out the sets that have validated the "Do Not Disturb" feature and room sets forwarding to another set.

Output is in the following form:

DISPLAY DO NOT DISTURB ROOMS						
-----:						
: Room >Fwd	: Room >Fwd	: Room >Fwd	: Room >Fwd	: Room >Fwd	: Room >Fwd	: -----:
: -----:	: -----:	: -----:	: -----:	: -----:	: -----:	: -----:
: 3201 >3215	: 3001 >----:	>----:	>----:	>----:	>----:	: -----:
: -----:	: -----:	: -----:	: -----:	: -----:	: -----:	: -----:
Press any key to continue :						

- Forwarded sets are characterized by:

Repertory No. 1 to Repertory No. 2

Repertory No. 1 = Room number

Repertory No. 2 = Forwarding destination number

- Sets in "Do Not Disturb" mode are characterized by:

Repertory No. >---

2.5.12.3.2 The CALL REDIRECTION Feature

Main menu > Call redirection menu > Command 2

```
FORWARDS  
1 : Display of guests forwarded on hard-copy  
2 : Display of guests forwarded on screen  
3 : Immediate forward  
4 : Time delayed forward on no answer  
5 : Cancel Forward
```

Your choice :

Commands 3 and 4 are respectively used to manage immediate forwarding and forwarding on no answer from a guest set to another set.

Enter the guest number concerned, then press RETURN.

Enter the destination guest number or external number, then press RETURN.

Example display

```
IMMEDIATE FORWARD
```

```
Guest number : 3211  
Forward Number destination : 3214
```

Confirm (Y/N) :

Confirm with Yes/No, then press RETURN.

If "Yes", the message, "Operation performed for room xxx", is displayed.

Note 1:

If, during the forwarding operation, the forwarded number is:

- A vacant room number or the number of a room occupied by several guests, forwarding is barred and the messages, "**Guest does not exist**", or, "**Operation denied: guest not allocated or several guests in the room**", are displayed on screen.
- The number of a room occupied by a single guest, forwarding is enabled for the guest's number.

Command 5 is used to cancel forwarding.

Enter the guest number concerned, then press RETURN.

Example display

```
CANCEL FORWARD
```

```
Guest number : 3210
```

Confirm (Y/N) :

Confirm with Yes/No, then press RETURN.

If "Yes", the message, "Operation performed for room xxx", is displayed.

Commands 1 and 2 are used to display or print out (on screen or to printer) sets that have enabled the "Call forwarding" feature on another set.

Output is in the following form:

```
DISPLAY OF GUEST FORWARDED
-----
: Room >Fwd :
:-----:-----:-----:-----:-----:-----:
: 3211 >3214 : 3213 >3214 :      >----:      >----:      >----: >----:
:-----:-----:-----:-----:-----:-----:
```

Press any key to continue :

Forwarded sets are characterized by:

Repertory No. 1 to Repertory No. 2
Repertory No. 1 = Guest number
Repertory No. 2 = Destination guest number or external number

Note 2:

If no forwarding has been performed, the message, “**No quest in this list**”, is displayed.

2.5.13 Room Status

2.5.13.1 General

On initialization of the program, all the rooms have "free" (vacant) status. At check-out, room status changes to "To do". If the "Time for Room To Be Done" item has been completed in management, occupied rooms automatically change each day to "Make up bed" status. This changeover is carried out at a preset time.

Room status can be modified by staff using the hotel management console or the room set.

2.5.13.2 Description of the Commands

Main menu > Command 9

This program is used to:

- Manage the physical status of the rooms.
- Output the status of all the rooms (free or occupied).
- Output the status of all free rooms.
- Output the status of all occupied rooms.
- Output the status of one room or a series of rooms (consecutive or non-consecutive numbers).
- Output status by room type.
- Output rooms by status.

```

DISPLAY ROOMS

1 : Modify
2 : Complete hard-copy output
3 : Complet screenout
4 : Complet printout

5 : Free rooms hard-copy output
6 : Free rooms screenout
7 : Free rooms printout

8 : Occupied rooms hard-copy output
9 : Occupied rooms screenout
10 : Occupied rooms printout

11 : Partial hard-copy output
12 : Partial screenout
13 : Partial printout

Your choice :

```

Room status can be output:

- On the screen (45 room sets can be displayed on each screen page).
- On the "room status" printer.
- On the "hard-copy" printer (where appropriate).

The output of the status of rooms:

- In a consecutive series, takes the form, Repertory No. 1: Repertory No. 2.
- In a non-consecutive series, takes the form, Repertory No. 1: Repertory No. 2 where Repertory No. 1<Repertory No. 2.

Both types of syntax can be mixed in the form Repertory No. 1: Repertory No. 2, Repertory No. 3: Repertory No. 4, Repertory No. 5.

In the output, each free or occupied room is characterized by:

Room No.	=	Repertory No. (this number is displayed in reverse video if the room is free).
Type	=	Type of room (1 to 99) entered in the "Type of Room" parameter (in system management).
Status	=	YY. Room status is coded from 0 to 9 for printout and composed of alphanumeric characters for on-screen display. The following table shows the correspondence between the codes and status.

Room status	Real-time printout	Screenout	Printout
Being cleaned	0	*	*
Done	1	Space	Space
To do completely	2	TD	TD
Make up again	3	RE	RE
Problem 1	4	4	4
Problem 2	5	5	5
Problem 3	6	6	6
Problem 4	7	7	7

Room status	Real-time printout	Screenout	Printout
Problem 5	8	8	8
Problem 6	9	9	9

States 4 to 9 indicate a specific room problem and are configured by the hotel manager.

In multi-occupancy mode, two additional data items are displayed:

Pla. = Number of beds in the room.

Guest Num. = List of guest numbers for guests occupying the room.

The physical status can also be managed from the room set by the hotel staff (if this feature is authorized in management), by dialing:

- The "ROOM STATUS MANAGEMENT" prefix.

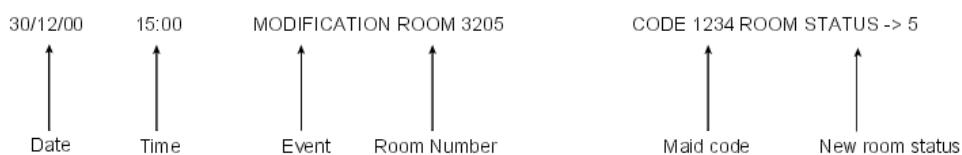
- The staff member's ID code (4 digits max.).

- The room status code (0 to 9).

Status 0 cannot be assigned from the room set. This status indicates the presence of a member of staff in the room.

Each change of room status is output in real-time on the printer.

Example display:



2.5.13.3 Modify

Main menu > Display rooms menu > Command 1

This management operation is used to modify room status:

- Enter the number of the room or a consecutive series of rooms: <Repertory No.> or <Repertory No. 1>:<Repertory No. 2>

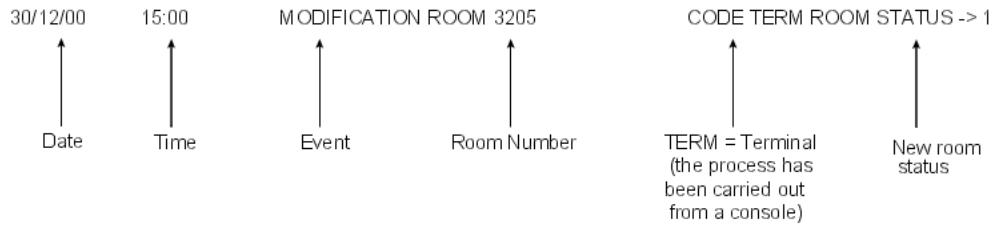
Example display:

CHANGE ROOM STATUS
Room(s) : 3205
Current status : 2
New status :

- Enter the new status (digit between 1 and 9); press RETURN to abandon.

Each status modification results in a printout.

Example display:



2.5.13.4 Complete Output

Main menu > Display rooms menu > Commands 2, 3, and 4

This management operation is used to output the status of all the hotel rooms on:

- The printer connected to the hotel management console (Command 2).
- The printer dedicated to room output (Command 4).
- The screen (Command 3).

The outputs are sorted in room chronological order.

Example display:

DISPLAY ALL ROOMS									09/12/00 04:52	
:	-----									:
:	Room no.	:	3001	:	3201	:	3205	:	3206	:
:	Type	:	1	:	1	:	1	:	1	:
:	Pla. Stat	:	3 TD	:	1 TD	:	3 TD	:	1 TD	:
:	Guest Num.	:	3213	:	3212	:	3211	:	3216	:
:		:	3214	:		:		:		:
:		:	3210	:		:		:		:
:	-----									:
Number of displayed rooms :										
Press any key to continue or <CR> to return to the previous menu										

On the screen, free rooms are displayed in reverse video.

Suite status can be managed on the installation. In this case, display is, for example:

DISPLAY ALL ROOMS									24/12/00 13:09	
:	-----									:
:	Room No.	:	3001	:	3002	:	3101	:	3102	:
:	Type	:	1	:	1	:	M 2	:	S 2	:
:	Pla. Stat	:	3 TD	:	2 TD	:	10 TD	:	2 TD	:
:	Guest Num.	:	3213	:	3210	:	3214	:	3101	:
:		:	3211	:		:	3101	:	3101	:
:	-----									:
:	Room No.	:	3205	:	3206	:	3301	:	3302	:
:	Type	:	1	:	M 2	:	M 2	:	S 2	:
:	Pla. Stat	:	3 TD	:	2 TD	:	2 TD	:	1 TD	:
:	Guest Num.	:	3212	:	3216	:	3215	:	3301	:
:		:	3217	:		:	3215	:	3206	:
:	-----									:
Number of displayed rooms :										
Press any key to continue or <CR> to return to the previous menu										

M: shows that the room is the main room in the suite ("Main").

S: shows that the room is a secondary room in the suite ("Slave").

2.5.13.5 Output Free Rooms

Main menu > Display rooms menu > Commands 5, 6, and 7

This management operation is used to output all the free rooms in the hotel on:

- The printer connected to the hotel management console (Command 5).
- The printer dedicated to room output (Command 7).
- The screen (Command 6).

The outputs are sorted in ascending room number order.

Example display:

DISPLAY FREE ROOMS									09/12/00 22:22
:	-----								
:	Room no.	:	3206	:	3401	:	:	:	:
:	Type	:	1	:	1	:	:	:	:
:	Pla. Stat	:	1 TD	:	1 TD	:	:	:	:

Number of displayed rooms : 2									
Press any key to continue or <CR> to return to the previous menu									

2.5.13.6 Output Occupied Rooms

Main menu > Display rooms menu > Commands 8, 9, and 10

This management operation is used to output all the occupied rooms in the hotel on:

- The printer connected to the hotel management console (Command 8).
- The printer dedicated to room output (Command 10).
- The screen (Command 9).

Example display:

DISPLAY OCCUPIED ROOMS									09/12/00 22:30
:	-----								
:	Room no.	:	3001	:	3201	:	3205	:	:
:	Type	:	1	:	1	:	1	:	:
:	Pla. Stat	:	3 AF	:	1 AF	:	3 AF	:	:
:	Guest no.	:	3213	:	3212	:	3211	:	:
:		:	3214	:		:		:	:
:		:	3210	:		:		:	:

Number of displayed rooms : 3									
Press any key to continue or <CR> to return to the previous menu									

2.5.13.7 Partial Outputs

Main menu > Display rooms menu > Commands 11, 12, and 13

This management operation is used to partially output room status by performing filtering on:

- One or more room numbers.
- one or more room types.
- One or more room states (physical status and not occupied status).
The results are output to:
- The printer connected to the hotel management console (Command 11).
- The printer dedicated to room output (Command 13).

- The screen (Command 12).

From the following menu:

SCREENOUT PARTIAL DISPLAY OF ROOMS
1 : By room 2 : By type 3 : By status
Your choice :

▼ By room

- Enter the number of the room or a series of consecutive rooms: <Repertory No.> or <Repertory No. 1>:<Repertory No. 2>.

▼ By type

- Enter the type of the room: <X> or <X>:<Y> where X<Y and X, Y having a value between 0 and 99.

▼ By status

- Enter the status of the room: <X> or <X>:<Y> where X<Y and X, Y having a value between 0 and 9.

In all three cases, the outputs are sorted by room numbers and presented in the same way as for output of occupied rooms.

2.5.14 Inter-Room Calls

Main menu > Command 10

This management operation is used to inhibit or authorize inter-room calls for all the sets in the hotel.

Inter-room calls between rooms in the same group (or a same suite) are possible, even if "inter-room calls" are barred in management.

Example display:

INTER-ROOM CALLS
Inter-room calls are not authorized
Modify (y/N) :

To change from one status to another, enter "Y" in response to the question: **Modify <Y/N>**:

2.5.15 Assign - Change Room

Main menu > Command 11

This management operation is used to assign a room to a guest who has already checked in, but has no room, or to carry out a room change.

The following menu is displayed:

ASSIGN GUESTS
Room number :
Guest number :

- Enter the new room number (this number accepts overbooking for sets).

Note 1:

When assigning a number, if the number of places is exceeded, the receptionist is warned of this by a message at the bottom of the hotel management console screen.

- Enter the number of the guest.
- The system displays guest name and room type.
- To confirm, press "Y". To exit, press CTRL-Z.

From R3.1, in the case of "static multi-occupancy" mode, pre check-in for a guest number can no longer be performed as guest number is always linked with a room number.

However, a guest may be changed to a different room, if the following conditions are met:

- The guest who is to change room must have been assigned a room (check-in).
- The room which the guest is to be assigned must have a link to another guest number.
- The room which the guest is to be assigned must not be in check-in.

Note 2:

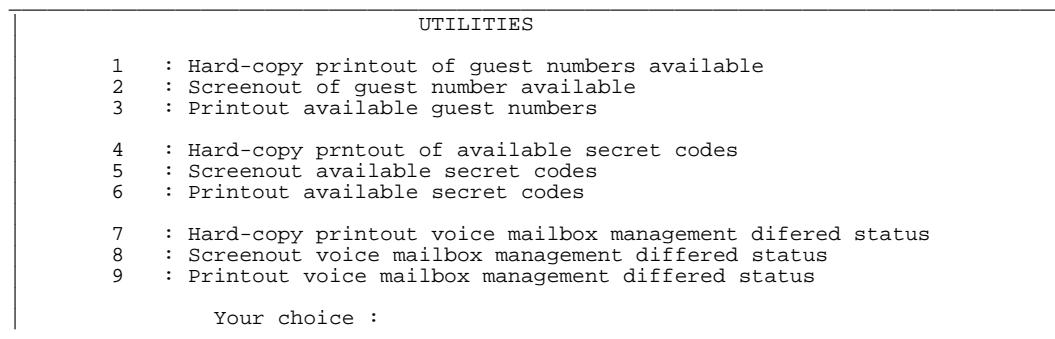
In the case of a room change, not only does the guest change rooms but the links are also switched over.

2.5.16 Utilities

Main menu > Command 12

This management operation is used to output guest numbers, the secret codes available, and deferred voice mail box status to screen or printer.

The following menu is displayed:



2.5.16.1 Guest Numbers

Main menu > Utilities menu > Commands 1, 2, and 3

When available guest numbers are output, the system prompts you to add the check-out date to each guest number. Reply by "Y" or "N".

Example display:

NUMBERS OF GUESTS AVAILABLE											
Guest	Ch-out	Guest	Ch-out	Guest	Ch-out	Guest	Ch-out	Guest	Ch-out	Guest	Ch-out
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
3212	05/12/00	3213	05/12/00	3214	05/12/00						
Number of guests displayed : 3											
Press any key to continue or <CR> to return to the previous menu											

2.5.16.2 Secret Codes

Main menu > Utilities menu > Commands 4, 5, and 6

The Alcatel-Lucent OmniPCX Enterprise CS offers output of the secret codes available between two limits.

The following screen is displayed:

SECRET CODES AVAILABLE													
From secret code	:												

Enter the values required (between 0001 and 9999), or press RETURN if the limits are not necessary.

Example display:

SECRET CODES AVAILABLE											
0001	0002	0003	0004	0005	0006	0007	0008	0009	0010	0011	0012
0013	0014	0015	0016	0017	0018	0019	0020	0021	0022	0023	0024
0025	0026	0027	0028	0029	0030	0031	0032	0033	0034	0035	0036
0037	0038	0039	0040	0041	0042	0043	0044	0045	0046	0047	0048
0049	0050	0051	0052	0053	0054	0055	0056	0057	0058	0059	0060
0061	0062	0063	0064	0065	0066	0067	0068	0069	0070	0071	0072
0073	0074	0075	0076	0077	0078	0079	0080	0081	0082	0083	0084
0085	0086	0087	0088	0089	0090	0091	0092	0093	0094	0095	0096
0097	0098	0099	0100	0101	0102	0103	0104	0105	0106	0107	0108
0109	0110	0111	0112	0113	0114	0115	0116	0117	0118	0119	0120
0121	0122	0123	0124	0125	0126	0127	0128	0129	0130	0131	0132
0133	0134	0135	0136	0137	0138	0139	0140	0141	0142	0143	0144
0145	0146	0147	0148	0149	0150	0151	0152	0153	0154	0155	0156
0157	0158	0159	0160	0161	0162	0163	0164	0165	0166	0167	0168
0169	0170	0171	0172	0173	0174	0175	0176	0177	0178	0179	0180
0181	0182	0183	0184	0185	0186	0187	0188	0189	0190	0191	0192

Press any key to continue or <CR> to return to the previous menu

2.5.16.3 Deferred Voice Mail Status

Main menu > Utilities menu > Commands 7, 8, and 9

For output to screen (Command 8), the system offers deferred voice mail box management status output for a particular number or complete display.

1	: Edition for a particular number
2	: Complete screenout
Your choice :	

For complete screenout (Command 2), the system displays the last 100 voice mail management operations.

Example display:

Postponed results of voice mailbox management									
:Id: GUEST :MM DD hh mm:OPER.:STAT. :					:Id: GUEST :MM DD hh mm:OPER.:STAT. :				
:--					:--				
:00:	3214	:08/12	10:21:	11:	94:	:01:	3210	:08/12	10:22:
:02:	:	:	:	:	:	:03:	:	:	:
:04:	:	:	:	:	:	:05:	:	:	:
...:	:	:	:	:	::	:	:	:
:24:	:	:	:	:	:	:25:	:	:	:
:26:	:	:	:	:	:	:27:	:	:	:
:--									
Press any key to continue or <CR> to return to the previous menu									

Pressing any key allows you to consult the following screens (continue).

The OPER. column indicates the type of operation:

- 10 : Voice mail box creation
- 11 : Voice mail box deletion

The STAT. column indicates the error code for the operation:

- 94 : Normal - no error
- 60 : Voice mail box number incorrect
- 90 : Unspecified error
- 91 : Voice mail box engaged in message drop
- 92 : Voice mail box already exists
- 93 : Voice mail box contains messages
- 95 : Voice mail box does not exist
- 96 : Inconsistent operation
- 97 : No voice mail
- 98 : No connection to the voice mail system
- 99 : No free voice mail boxes

2.5.17 Night-Audit

Main menu > Command 13

2.5.17.1 Description

The Night-Audit (or daily total) is used to automatically print out the following data on a printer at a time that is preset in management, or manually from the hotel management console:

- Daily cost per room set (with or without ticket and per cost center for the rooms).
- Daily total cost per type of set (per cost center for the rooms).
- Number of charge units per trunk.
- Total trunk charge units.
- Total daily pre-payment amounts.

All these counters are also reset. Sets with null cost are not output.

Note:

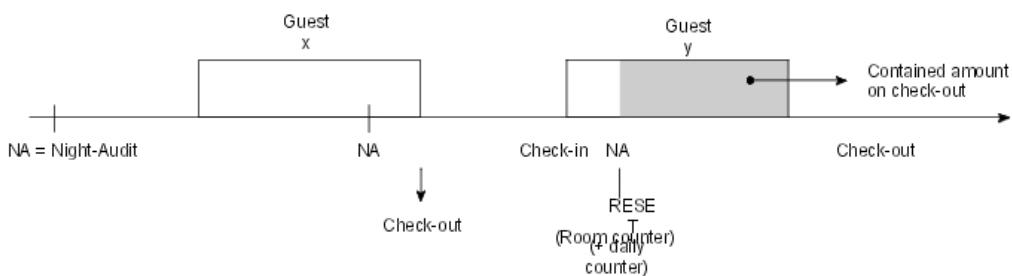
There are:

- Daily counters specific to the Night-Audit. They are reset at each Night-Audit and can contain the expenditure of one or more guests between two Night-Audit operations.
- Room counters. They are reset at each check-in. They contain the expenditure of a single guest.

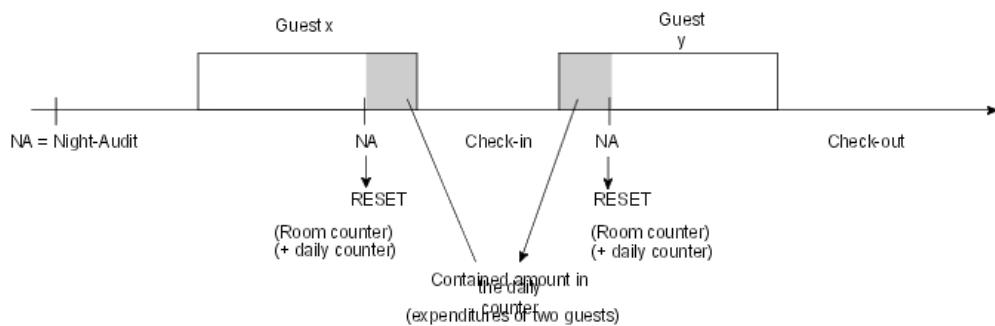
Operation

The Night-Audit can be operated in two different ways by the system management:

- Without room counter reset during the Night-Audit.
At check-in, the room counter is reset.
At check-out, the expenditure is equal to the total cost of the calls made since the check-in.
- With room counter reset during the Night-Audit.
Because the room counter is reset during the Night-Audit, the expenditure at check-out only contains the cost since the last Night-Audit.
Namely:



At each Night-Audit, the daily counter is reset. It can contain the expenditure of one or more guests.



On an itemized bill, in order to know the exact amount owed by the guest, the cost must be recalculated using the tickets.

Important:

If room counters are reset, the prepayment feature can not be used.

Summary:

▼ **Night-Audit without room counter reset**

At check-out, the following are shown:

- The total cost.
- The number of calls.
- The prepaid amount.
- Positive balance.

▼ **Night-Audit with room counter reset**

At check-out, the following are shown:

- The number of calls.
- The cost since the last Night-Audit.

Prepayment cannot be used.

2.5.17.2 *Immediate Execution from the Console*

This command is only possible if "Night-Audit" is enabled in system management.

- Enter "Y" in response to the request for confirmation displayed.

During the execution phase, another execution request cannot be processed.

In this case, the following message is displayed:

Cannot run task. Night-audit soon running!

Following the Night-Audit, the screen displays the total number of charge units since the last Night-Audit.

Example of Night-Audit printout (multi-occupancy) with ticket output:

NIGHT-AUDIT FOR 22/02/01 17:52

COST CENTER ROOM STATIONS C56

GUEST NOT ALLOCATED

Guest number : 3217 Name : 3217
Cost from last n-audit : £ 129.74

:SET :Cter:Trk :			Call Number	Date	Time	Obt	Cost	Aff.:
3217	C56	0	056789	22/02/01-17:50	0:00		129.74	

TOTAL for all cost center room stations C56 : £ 129.74

COST CENTER ROOM STATIONS C78

Room No : 3001

Guest number : 3213 Name : LENIAN
Check-in date : 22/02/01 17:43 Room occupied
Cost from last n-audit : £ 147.22

:Set :Cter:Trk :			Call number	Date	Time	Obt	Cost	Aff.:
3213	C78	0	012345	22/02/01-17:47	0:00		21.74	
3213	C78	0	023456	22/02/01-17:48	0:00		49.74	
3213	C78	0	034567	22/02/01-17:48	0:00		75.74	

Guest number : 3211 Name : BOUCHARD
Check-in date : 22/02/01 17:43 Room occupied
Cost from last n-audit : £ 21.74

:Set :Cter: Trk:			Call number	Date	Time	Obt	Cost	Aff.:
3211	C78	0	012345	22/02/01-17:47	0:00		21.74	

Guest number : 3210 Name : NOEL
Check-in date : 22/02/01 17:42 Room occupied
Cost from last n-audit : £ 147.22

:Set :Cter: Trk:			Call number	Date	Time	Obt	Cost	Aff.:
3210	C78	0	012345	22/02/01-17:46	0:00		21.74	
3210	C78	0	023456	22/02/01-17:46	0:00		49.74	
3210	C78	0	034567	22/02/01-17:47	0:00		75.74	

TOTAL for all cost center room stations C78 : £ 316.18

Continued :

```

-----COST CENTER ROOM STATIONS----- 80
-----
Room No : 3205
=====
Guest number : 3215 Name : PETIT
Check-in date : 22/02/01 17:45 Room occupied
Cost from last n-audit : £ 103.74
v---v---v---v---v---v---v---v---v---v---v
: Set:Cter: Trk: Call number : Date : Time : Obt : Cost :Aff.:
^---^---^---^---^---^---^---^---^---^---^
| 3215 | C56 | 0 | 045678---| 22/02/01-17:50 | 0:00 | 103.74
^---^---^---^---^---^---^---^---^---^---^

TOTAL for all cost center room stations 80 : £ 103.74
-----
-----COST CENTER ROOM STATIONS----- 84
-----
Room No : 3004
=====
Guest number : 3214 Name : ASSELINE
Check-in date : 22/02/01 17:44 Room occupied
Cost from last n-audit : £ 196.96
-----
v---v---v---v---v---v---v---v---v---v---v
: Set:Cter: Trk: Call number : Date : Time : Obt : Cost :Aff.:
^---^---^---^---^---^---^---^---^---^---^
| 3214 | C78 | 0 | 012345---| 22/02/01-17:48 | 0:00 | 21.74
| 3214 | C78 | 0 | 023456---| 22/02/01-17:49 | 0:00 | 49.74
| 3214 | C78 | 0 | 023456---| 22/02/01-17:49 | 0:00 | 49.74
| 3214 | C78 | 0 | 034567---| 22/02/01-17:49 | 0:00 | 75.74
^---^---^---^---^---^---^---^---^---^---^

TOTAL for all cost center room stations 84 : £ 196.96
-----
Daily total deposit counter : 504.96
-----
-----
JONCTEURS PTT
-----
Trunk number: 0 Charge units: 414
-----
TOTAL taxes : 414
-----
Night-audit counter erasing complete
END OF NIGHT-AUDIT 22/02/01 17:52

```

The costs indicated for guest calls are expressed as "Guest cost". These costs take "charging by levels" into account.

2.5.18 Suites

Note:

Only in Multi-occupancy or "Associations" mode.

Only in Static multi-occupancy mode

Main menu > Command 14

2.5.18.1 Suites

Note 1:

This feature is not used for hospital management.

This command is used to configure and output the elements making up suites.

A suite is an association of several telephone, DECT, fax or S0 sets.

When the number of a guest assigned a suite is called, all the sets in the suite are rung. The first set that off-hooks stops the ringing on all the other sets.

The following screen is displayed:

```
SUITES

1 : Elements of a suite hard_copy output
2 : Elements of a suite screen display
3 : Elements of a suite display

4 : Existing suite hard_copy output
5 : Existing suites screen display
6 : Existing suites printout

7 : Addition of an element in a suite
8 : Removal of a room in a suite

Your choice :
```

- **Output suite elements**

Main menu > Suites menu > Commands 1, 2, and 3

From the main room number, this management operation is used to output the secondary (slave) room numbers and any guest numbers attached to this suite.

The following screen is displayed:

```
List of suite members

Main room number of the suite :
```

Enter the number of the main room in the suite. The following screen is displayed (example):

```
List of suite members

24/12/00 11:44
-----
Main room of the suite= 3101 Suite occupied by guest(s) :
3214
Suite associated room = 3102
Suite associated room = 3201
Suite associated room = 3202

Press any key to continue or <CR> to return to the previous menu
```

- **Output existing suites**

Main menu > Suites menu > Commands 4, 5, and 6

This management operation is used to output the main room number and any attached guest numbers for each of the existing suites.

Example display:

```
List of existing suites

24/12/00 12:00
-----
Main room of the suite = 3101 Suite occupied by guest(s) :
3214
-----
Main room of the suite = 3301 Suite occupied by guest(s) :
3215
-----
Main room of the suite = 3206 Suite occupied by guest(s) :
3216
3217
-----
Press any key to continue or <CR> to return to the previous menu
```

- **Adding an element to a suite**

Main menu > Suites menu > Command 7

This management operation is used to add a secondary room to a main room. and also to constitute a suite from two standard rooms.

The following is displayed:

SUITE MANAGEMENT	
Main room number of the suite :	
Room number adding to the suite :	

Note 2:

- A room can only be associated to a single suite. An existing suite can be put into another suite. In this case, the main room of the added suite and all the other rooms become secondary (slave) rooms to the main room. The system stores the configuration of the added suite so that it can be reconstituted should this suite subsequently be dissociated from the main suite.
- A suite can only have one S0 terminal.
- Several DECT sets can be attributed to the same guest. To do this, simply create as many secondary rooms as there are DECT sets.
- CHECK-IN and CHECK-OUT of the guest(s) must be performed for the main room.
- The suite is in the guest's name. If this name is managed, it appears on the bill produced by the OmniPCX.
- Suites can only be configured with free (unoccupied) secondary rooms.
- A free room (or suite) can be added to a suite that is already occupied.
- When a room is added to a suite, this secondary room will be assigned the same status as the main room (0 to 9).

- **Deleting an element in a suite**

Main menu > Suites menu > Command 8

This management operation is used to remove a secondary (slave) room from a suite.

The following is displayed:

SUITE MANAGEMENT	
Main room number of the suite :	
Room number starting to the suite :	

Enter the main room number, then the secondary room number. However, there are some restrictions:

- No element can be suppressed if the suite is ringing for a guest call.
- When the last guest room (or second level suite) is removed from a suite, the main room becomes a standard room again.
- A secondary room can be removed from a suite, or a suite be completely suppressed, even when still occupied by guests. In this latter case, the guests remain allocated to the main room, which becomes a standard room again,
- If the last secondary room is removed from a second level suite, the main room of this second level suite becomes a standard room again as soon as the second level suite is removed from the first level suite.

2.5.18.2 Associations

Static multi-occupancy is used to overcome the restriction of having to know guest/room number pairs.

This means that the administrator only needs to use one of the two numbers to manage the

hotel application.

A link must first be created between the two entities (guest and room).

The "Associations" sub-menu is only displayed if the system is managed with the static multi-occupancy feature.

The following screen is displayed:

```
***** Windsor Hotel *****  
:  
: 0 : Remove password : 99 : Enter a password :  
:  
: 1 : Check-in : 2 : Check-out :  
:  
: 3 : Itemized billing : 4 : Repertory :  
:  
: 5 : Billing : 6 : Wake-up :  
:  
: 7 : Message : 8 : Call redirection :  
:  
: 9 : Room status : 10 : Inter-room calls :  
:  
: 11 : Assign-Change room : 12 : Utilities :  
:  
: 13 : Night-Audit : 14 : Associations :  
  
Your choice :
```

Main menu > Command 14

Example display:

```
ASSOCIATIONS MANAGEMENT  
:  
1 : Suites management  
2 : Room Guest Static Links  
  
Your choice :
```

- Suite management

Note:

This feature is not used for hospital management.

This command is used to manage suites in the same way as the command described previously (see, [Booth Billing](#)).

- Room Guest Static Links**Main menu > Associations menu > Command 2**

This command is used to configure and edit room/guest static links and free rooms and available guest numbers.

The following menu is displayed:

```
ASSOCIATIONS MANAGEMENT  
:  
1 : List of Static Link  
2 : Link creation  
3 : Link cancellation  
4 : Free rooms screenout  
5 : Screenout of guest number available  
  
Your choice :
```

- List of Static Links**Main menu > Associations menu > Room/Guest Static Links menu > Command 1**

This management operation is used to output the static links on the screen or to a printer.
Example display:

ASSOCIATIONS MANAGEMENT		
: List of Static Links		
19/12/00 03:38		
:	-----	-----
Room number	:	3001
:	-----	-----
Room Number	:	3205
:	-----	-----
Room Number	:	3206
:	-----	-----
Press any key to continue or <CR> to return to the previous menu		

- **Creating static links**

Main menu > Associations menu > Room/Guest Static Links menu > Command 2

This feature is used to create static links between guests and rooms.

It is possible to associate only one guest per room. "Overbooking" is not possible.

The following menu is displayed:

ASSOCIATIONS MANAGEMENT		
: Link creation		
Room number	:	
Guest number	:	

Enter the number of the room and the number of the guest to be associated with it.

Simply confirm to create the guest-room static link.

If a guest is already associated with a room, the screen displays: "**This directory number already has a guest associated**".

- **Link cancellation**

Main menu > Associations menu > Room/Guest Static Links menu > Command 3

This command is used to delete the existing static links.

The following menu is displayed:

ASSOCIATIONS MANAGEMENT		
: Link cancellation		
Room number	:	
Guest number	:	

Enter a room number. The associated guest number is automatically displayed. Confirm to cancel the link.

- **Displaying free (vacant) rooms on screen**

Main menu > Associations menu > Room/Guest Static Links menu > Command 4

This command is used to display existing vacant rooms on screen.

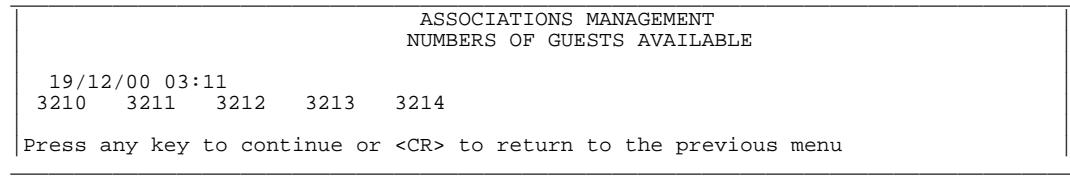
Example display:

ASSOCIATIONS MANAGEMENT		
DISPLAY FREE ROOMS		
19/12/00 03:04		
3001	3201	3205
3206		
Press any key to continue or <CR> to return to the previous menu		

- **Displaying available guest numbers on screen**

Main menu > Associations menu > Room/Guest Static Links menu > Command 5

This command is used to display available guest numbers on screen.



2.5.19 Other Features

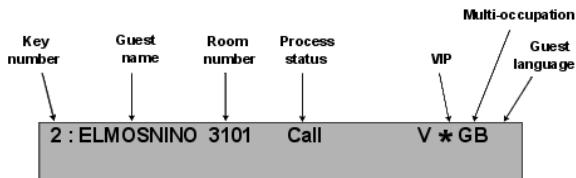
2.5.19.1 Room Service or Service Set

"Room-Service" or "Service set" is a feature that allows users to ensure that optimum service is provided for room calls (for example, floor service).

Sets used for "Room-Service" or as a "Service set" must have a display and be multi-line. Key programming allows one or several keys to be assigned to a hotel service (department).

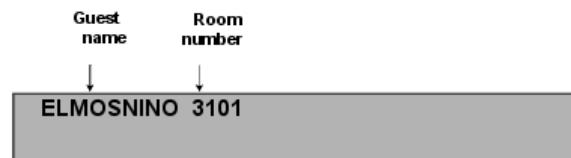
When a room calls, the set display provides the receptionist with information on the caller.

Example display:



The flashing symbol ***** indicates the key associated with the call.

Press the key to take the call.



If several calls are presented, pressing the flashing key results in the call being answered and the previous call being put on hold automatically.

Several keys can be programmed with different call numbers, each corresponding to a hotel service (laundry, bar, reception, restaurant, etc.).

The receptionist can identify the reason for the call as the associated key flashes.

Pressing this key is used to enter into communication with the calling room.

2.5.19.2 Mini-Bar

A computer link must be installed for this feature to be used.

The "Mini-bar" is a feature allowing the hotel staff to allocate guest costs to the hotel computer via the OmniPCX (floor bar, miscellaneous services, etc.).

The operation can be carried out from a room set or from an administrative set.

From the room set, the hotel member of staff dials the "mini-bar" prefix and then, after the tone, the code for the products.

From the administrative set, after dialing the "mini-bar" prefix, a voice guide prompts: "Dial the number of the destination set". The member of staff dials this number and then hears a tone prompting entry of the product codes.

The list of product codes must not exceed twenty digits (0 to 9, * and #). This is sent to the hotel computer for guest billing. The meaning of the product codes is established at hotel computer level.